

CELEBRATING

**MDHE**<sup>TM</sup>

Missouri Department of Higher Education

*Building Missouri's future...  
by degrees<sup>®</sup>*

30<sup>th</sup>  
ANNIVERSARY

MDHE CELEBRATING 30 YEARS

Welcome to the  
MDHE's 2009 Fall Workshops!





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# Celebrating 30 Years of Service to Missouri

Presented by:

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# Agenda

- What is the Missouri Department of Higher Education (MDHE)?
- What do we provide for Missouri's schools and residents?
- What is our future as your state agency?





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## The MDHE's Mission

To deliver an affordable, quality, coordinated postsecondary education system and increase successful participation [in higher education] benefitting all Missourians.



# Our Responsibilities

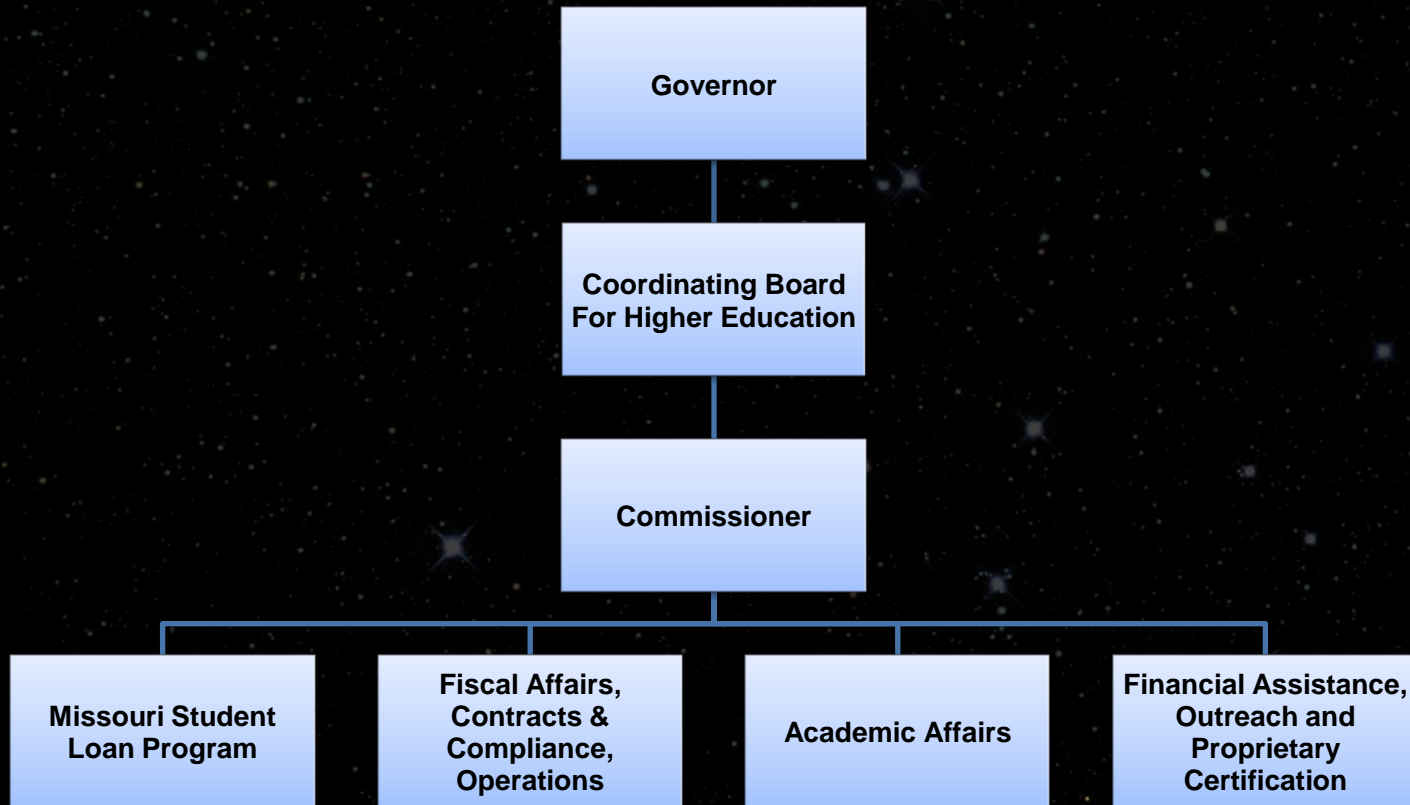
- Statewide planning for higher education
- Evaluate student and institutional performance
- Review institutional missions
- Develop specializations among institutions
- Submit the public higher education budget to the governor and to the Missouri General Assembly
- Administer a statewide technical educational program
- Establish guidelines for students transferring between institutions
- Approve new degree programs for public institutions
- Proprietary school certification
- Oversee the student financial assistance programs





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# How are we organized?



# Who are our customers?

- Students and their families
- Parents
- Missouri taxpayers & citizens
- Legislators
- Postsecondary institutions
- Lenders & servicers
- High school counselors
- Others





# Spring 2009 Satisfaction Survey

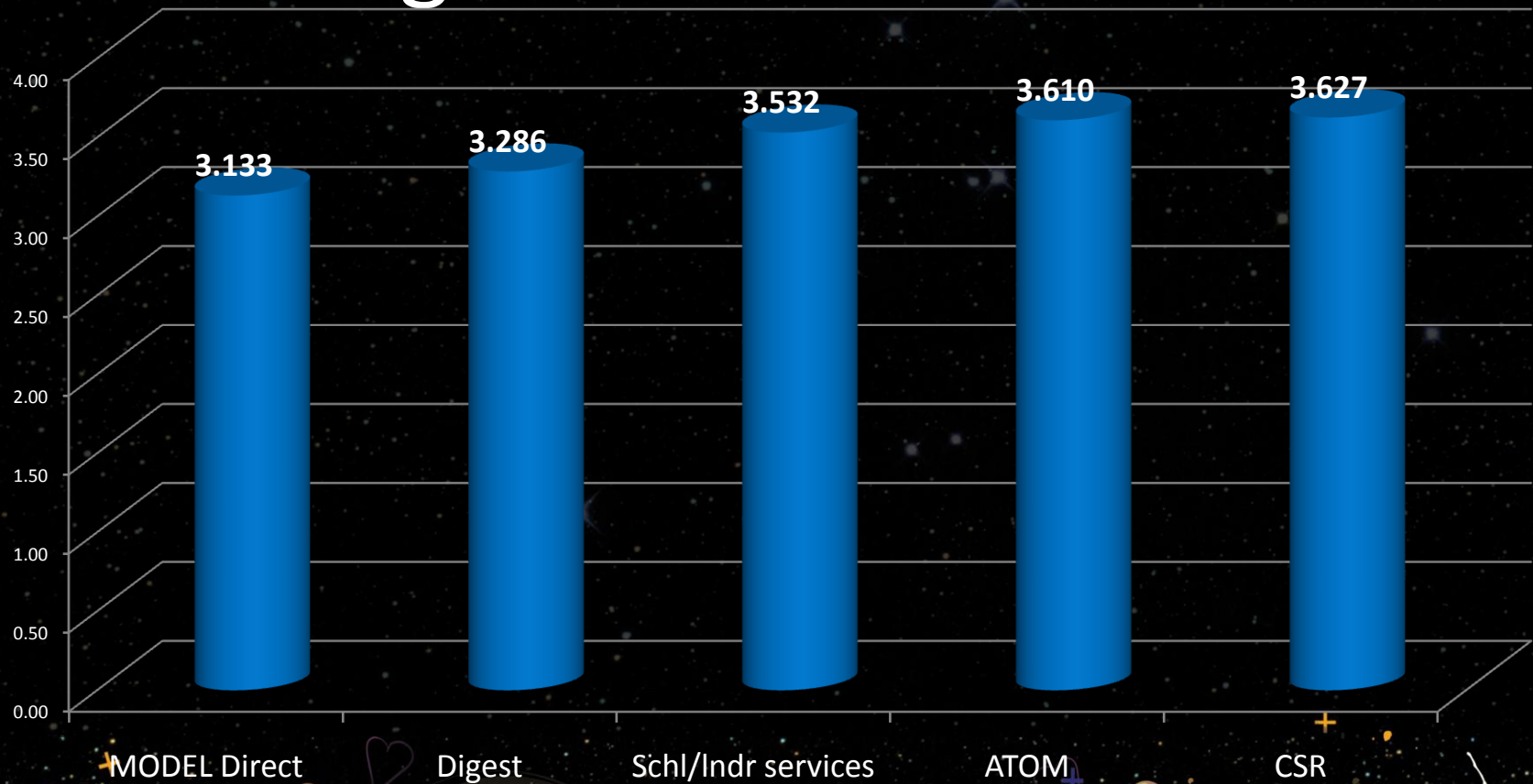
- Three survey sections
  - Product questions
  - Customer service questions
  - Comments and other information
- 125 completed surveys returned
  - Response rate approximately 18%



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Spring 2009 Survey Results:

## Range of Satisfaction GPAs





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## When you think of the MDHE...

Adjective	% of respondents
Friendly	90.2%
Helpful	86.9%
Professional	83.6%
Knowledgeable	83.6%
Responsive	72.1%

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## What Our Customers Say

- “I really tried to think of something negative to say – but couldn’t!”
- “I have worked with the MDHE for 7 years, and I feel important when I call. I appreciate how proactive the ATOM staff are.”
- “Everyone [at the MDHE] is generally happy to assist us. You have an awesome staff!”





# Why Choose the MDHE?

- Keeps revenues in Missouri
  - Any revenues earned are reinvested back into Missouri residents
  - Default Prevention Grant Program
    - Not required to be an MDHE customer
  - Gear Up scholarships and state aid administrative costs



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# Our Services





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# Customer Service

- Client Representatives
  - Personalized local service
  - Work daily to build relationships within Missouri's student financial aid community
- Client Managers
  - Work closely with client reps and financial aid officers to resolve processing issues and concerns
- Policy and training services



# Default Prevention Services

- Customized training available to Missouri institutions regarding best practices in default prevention
- Speaking services available for consumer audiences:
  - Financial literacy & debt minimization
  - Entrance or exit counseling
  - And more!
- Default Prevention Grant Program
  - 26 participating schools

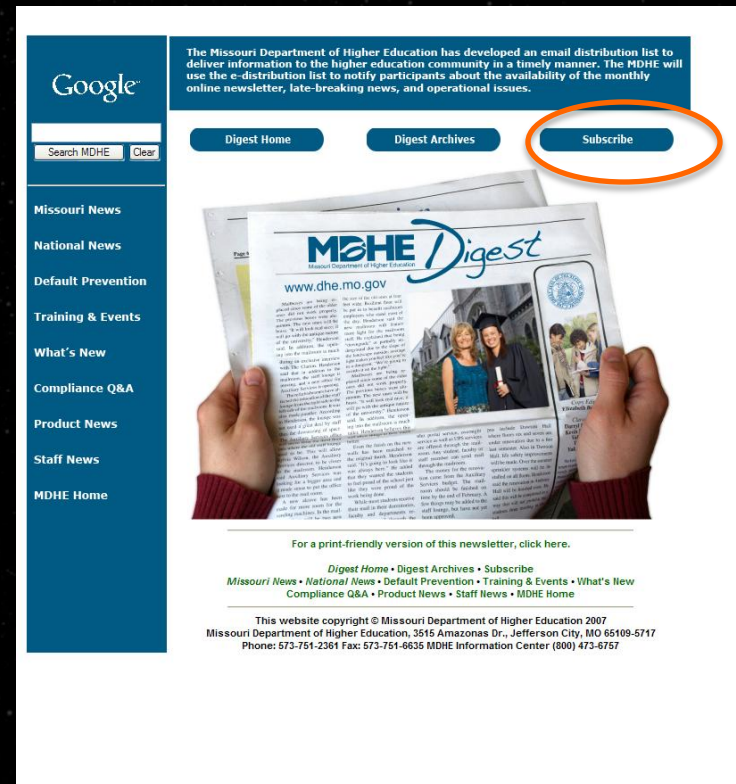




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## MDHE Digest & Message Services

- MDHE Digest
  - Missouri news
  - National news
  - Default prevention
  - Training & events
  - Compliance
  - Product news
- E- distribution messages
  - Monthly online newsletter
  - Late-breaking news
  - Operational issues



Subscribe at <http://www.dhe.mo.gov/mdhedigest/signup.shtml>

## Federal Default Fee (FDF) Subsidized

- For 2008-09, total FDF paid \$6,534,860.73
  - Equates to an average of \$45,698 per Missouri institution
  - Reduced accounts receivables at institutions using MDHE FFELP guarantees





# College Access Challenge Grant

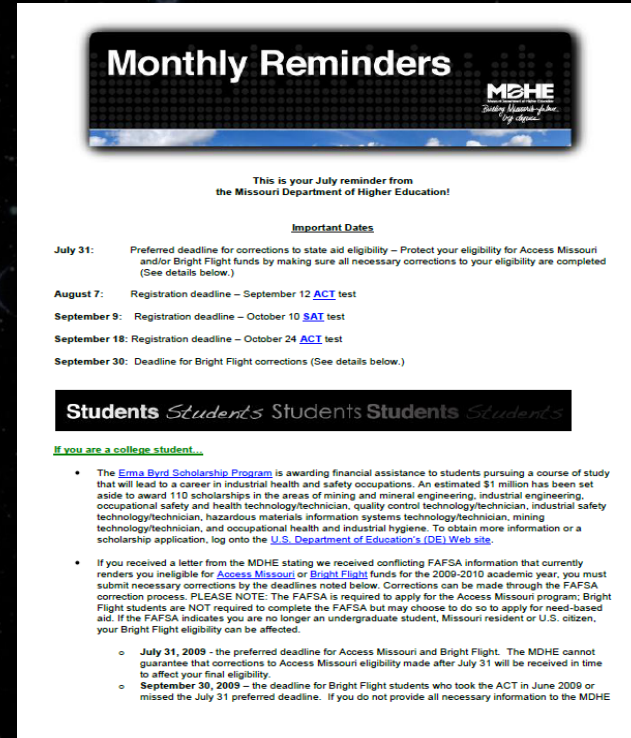
- Our plan
  - Develop financial literacy materials for high schools
  - Enhance the MDHE Web site and its tools
  - Administer a competitive subgrant program for outreach and financial literacy activities
    - Year 2 grants should be awarded any day



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## Monthly Student Reminders

- Provides helpful hints about preparing for college
  - Important dates
    - State aid deadlines
    - ACT & SAT testing dates
  - Scholarships
  - Money management tips



The screenshot shows the 'Monthly Reminders' page from the Missouri Department of Higher Education (MDHE). The page has a dark header with the MDHE logo and the text 'Monthly Reminders'. Below the header, it states 'This is your July reminder from the Missouri Department of Higher Education!'. A section titled 'Important Dates' lists key deadlines: July 31 for state aid eligibility corrections, August 7 for registration and ACT test, September 9 for registration and SAT test, September 18 for registration and ACT test, and September 30 for Bright Flight corrections. Below this is a section titled 'Students' with a decorative border. It includes a link for college students and two bullet points: one about the Emma Byrd Scholarship Program and another about FAFSA corrections and Bright Flight eligibility.

**Monthly Reminders** MDHE  
Missouri Department of Higher Education

This is your July reminder from the Missouri Department of Higher Education!

**Important Dates**

**July 31:** Preferred deadline for corrections to state aid eligibility – Protect your eligibility for Access Missouri and/or Bright Flight funds by making sure all necessary corrections to your eligibility are completed (See details below.)

**August 7:** Registration deadline – September 12 [ACT](#) test

**September 9:** Registration deadline – October 10 [SAT](#) test

**September 18:** Registration deadline – October 24 [ACT](#) test

**September 30:** Deadline for Bright Flight corrections (See details below.)

**Students** Students Students Students Students

[If you are a college student...](#)

- The [Emma Byrd Scholarship Program](#) is awarding financial assistance to students pursuing a course of study that will lead to a career in industrial health and safety occupations. An estimated \$1 million has been set aside to award 110 scholarships in the areas of mining and mineral engineering, industrial engineering, occupational safety and health technology/technician, quality control technology/technician, industrial safety technology/technician, hazardous materials information systems technology/technician, mining technology/technician, and occupational health and industrial hygiene. To obtain more information or a scholarship application, log onto the [U.S. Department of Education's \(DEI\) Web site](#).
- If you received a letter from the MDHE stating we received conflicting FAFSA information that currently renders you ineligible for [Access Missouri](#) or [Bright Flight](#) funds for the 2009-2010 academic year, you must submit necessary corrections by the deadlines noted below. Corrections can be made through the FAFSA correction process. PLEASE NOTE: The FAFSA is required to apply for the Access Missouri program; Bright Flight students are NOT required to complete the FAFSA but may choose to do so to apply for need-based aid. If the FAFSA indicates you are no longer an undergraduate student, Missouri resident or U.S. citizen, your Bright Flight eligibility can be affected.
  - **July 31, 2009** – the preferred deadline for Access Missouri and Bright Flight. The MDHE cannot guarantee that corrections to Access Missouri eligibility made after July 31 will be received in time to affect your final eligibility.
  - **September 30, 2009** – the deadline for Bright Flight students who took the ACT in June 2009 or missed the July 31 preferred deadline. If you do not provide all necessary information to the MDHE

Subscribe at <http://www.dhe.mo.gov/reminders2.shtml>



## Outreach Activities

- 180% increase in workshops conducted for consumer audiences in 2008-09
  - More than 15,000 consumers reached through “Planning & Paying for College” workshops and college fairs
  - Nearly 2,000 high school counselors reached



# Partnerships & Advisory Committees

- Professional associations
  - Member of many state and national associations
  - Attend, present, and exhibit at conferences
- MDHE advisory committees
  - Help identify the needs of Missouri's students , financial aid officers, FFELP lenders, and high school counselors





## Free Publications

- More than 350,000 pieces distributed annually
  - More than 90% of the MDHE's marketing budget used on consumer materials for 2008-09
- Nine new student models representing 5 Missouri institutions



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# Our Products





## FAMOUS

- Integrated database for Access Missouri, Bright Flight & Marguerite Ross Barnett
  - <https://highered.mo.gov/security/>
- Trainings
  - User manual available
    - <http://www.dhe.mo.gov/files/PSImanual.pdf>
  - Webinars
    - June 25, 2009
    - July 16, 2009

## MODEL Direct

- MODEL Direct is a web-based loan application and change transaction system
- System features include:
  - Real-time data & transactions
  - File management features
  - Online application certification and processing
  - Real-time change transactions, individually on en masse
  - Standard production reports





# What you can do in MODEL Direct

- Add and modify loans
- Process and modify disbursement records
- Perform holds and releases on multiple disbursements
- Perform multiple cancellations
- Certify PLUS loans
- Transfer, view and research CommonLine files
- View detailed report information on demand; manage report subscriptions



# Benefits of Using MODEL Direct

- Direct interface with the MDHE's guarantee system
  - Real-time guarantees and transactions
- Data integrity

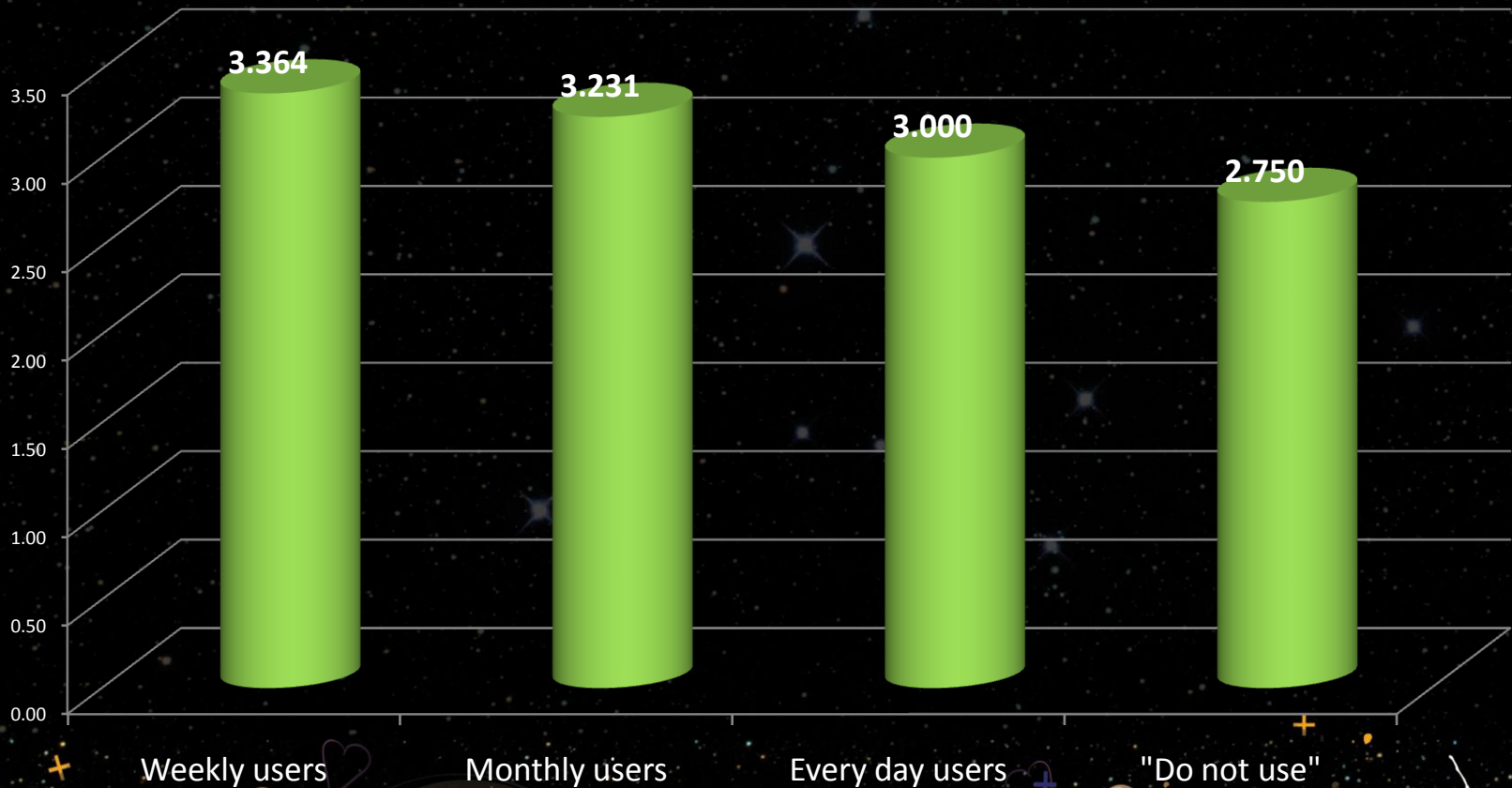




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Spring 2009 Survey Results:

## MODEL Direct Satisfaction



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# Automated Transfer of Money (ATOM)

- Free student loan disbursement system
- Benefits include:
  - Advanced lender invoicing
  - Schools can elect when they want to receive disbursements
  - Rosters, invoices, and other custom reports via the guarantor servicing system web client
  - Real-time changes made in the guarantor servicing system are immediately reflected in ATOM





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Our future as Your  
State Agency?



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## Our Plan...

To deliver an affordable, quality, coordinated  
postsecondary education system and increase  
successful participation [in higher education]  
benefitting all Missourians





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# Thank you for coming!

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